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PUBLIC SERVICE  
COMMISSION

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

THOMAS DEAN STAUFFER	)	
	)	
COMPLAINANT	)	
	)	
vs.	)	CASE NO. 2007-00399
	)	
BRANDENBUG TELEPHONE COMPANY	)	
	)	
DEFENDANT	)	

**THOMAS DEAN STAUFFER'S ANSWER  
TO THE MOTION TO REQUIRE COMPLAINANT  
TO PAY OUTSTANDING "UNDISPUTED" CHARGES  
AND TO KEEP CUSTOMER ACCOUNT CURENT**

Thomas D. Stauffer hereby files an answer to the defendant's motion, "To require Thomas Dean Stauffer ("Complainant") to pay his outstanding undisputed charges and keep his account with Brandenburg current." The Defendants Bold assumption that the "\$30.87" is undisputed only reinforces the fact that Brandenburg Telephone can't be trusted to properly account for the payments made on this account.

Part of the \$30.87 is in dispute, as it includes unwarranted late fees and doesn't give credit for the overpayment in the month of July, 2007. Again if these accounts had been left separate there would not be any of these problems. Please refer to the original complaint, Page two paragraph one.

Complainant objects to the Defendants arrogant statement in paragraph two of their motion, sentence two, "The amount that the Complainant disputes is \$228.37, and that amount relates to an account (270-496-4992; the Disputed account) for which the complainant is a responsible party." The complainant had nothing to do with that

account! In fact when I went to the Phone company to talk to them about it, they refused to discuss it with me as I was not a signee on that account. The Defendants obviously don't understand the premise of this complaint, and that is that they have charged me for an account that I am in no way responsible for!

As for the current charges, the defendant in their motion so stated that we paid for the month of September, and I also paid for October, on the 5<sup>th</sup> of October. Therefore their claimed fear of non-payment is totally unfounded. My wife and I have been customers of Brandenburg Telephone since 1991 and have never had our phone shut off for non-payment!

The original complaint was filed September 11 and served September 19, 2007. The amount in question stems from August, 2007, and therefore is included in this Complaint. The complaint so states that my wife went in to pay what we owed and was told that she had to pay three months in order to prevent interruption of service! This was in violation of what we were told by the Commission! If they had not harassed my wife to the point of mental breakdown, they would have been paid!

I admit it has not been easy to deal with Brandenburg Telephone since this filing. When I went in to pay the last two payments, I was grilled as to who I was and asked for my Social Security number, and asked about the "credit payment on the balance." It makes it difficult to deal with them as they are only open during my working hours, and for obvious reasons I will never have my wife talk to them again! I can't pay on line because their system will only accept the minimum balance. If I pay by mail I would have to send it certified in order to prove that they received the payment on time. So I

end up loosing time from work just to pay the bill so I can get a receipt, and then have to put up with their harassment!

It should be obvious by the wording of their motion and their actions that they have no intention of abiding by the stay issued by the Commission, and to force payment of the disputed account by intimidation and any other means possible whether legal or illegal.

Enclosed you will find copies of my receipts for the payments for September and October, 2007.

Respectfully submitted,



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Thomas D. Stauffer, Customer of Brandenburg Telephone Company

420 Blevins Rd.

Payneville, KY 40157

(270) 496-4836

(502) 409-2618 cell

BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108

COUNTER RECEIPT

Telephone Number (270) 496-4836 Check Digit 7 Status A BOF Date 9/25/07

Customer [REDACTED] Stmt 1 ILISSA STAUFFER

Deposit

UnReg Deposit

Advance Pmt

Unreg Adv Pmt

Material

Tax Payment 29.31

.00  
.00  
.00  
.00  
.00

Total Amount 29.31  
FOR BILLING INQUIRIES CALL (270) 422-2121

PAID  
SEP 25 2007  
BRANDENBURG TELEPHONE COMPANY

Please be patient while the system downloads your check image.

THOMAS D. STAUFFER  
 MISSA L. STAUFFER  
 [Redacted]

73-7200-0833 1014  
 Sep 24 2007 *Nikes*  
 National Park

*Brandenburg Telephone* \$ 29.31  
*Twenty Nine and 3/100*

FIRST FEDERAL SAVINGS BANK  
 WWW.FFSBKY.COM

*Sept 496 4836* *Thomas D. Stauffer*

[Redacted]

Front

ENDORSE

Pay to the Order of  
 MIDDLE COUNTY BANK  
 73-133 Brandenburg, KY 73-133  
 Brandenburg Telephone Co.

Back

Close

BRANDENBURG TELEPHONE COMPANY  
BRANDENBURG, KENTUCKY 40108

ACCOUNT #  
10/01/07



PREVIOUS BALANCE DUE IMMEDIATELY 239.24

REGULATED SERVICES 24.49  
OTHER SERVICES 1.00  
TAX ON REG & O/S

COST RECOVERY TAX .19  
SCHOOL .50  
STATE 1.47  
FEDERAL .73

TOTAL REG O/S & TAX 28.38

TOLL CHARGES - SEE DETAIL .00

6  
7553

ILISSA STAUFFER  
420 BLEVINS RD  
PAYNEVILLE KY 40157-



*Previous Balance in Dispute*

PAY THIS AMOUNT ON OR BEFORE 10/22/07 267.62

PAY THIS AMOUNT AFTER 10/22/07 279.16

Any previous balance is due pursuant to original due date

*KYPS 2007-00399*

MONTHLY SERVICES & FEES - REGULATED

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
1 Party Res	1	5.60	5.60
Calling Number & Name	1	7.50	7.50
Call Waiting Res	1	1.60	1.60
Non Published Number	1	2.00	2.00
KY TRS/TAP Surcharge	1	.09	.09
Subscriber Line Chg 1R	1	6.50	6.50
Kentucky Lifeline Support	1	.08	.08
Federal Universal Ser Ch	1	.77	.77
Number Portability Charge	1	.35	.35
PIC-MCI TELECOMMUNICATIONS CO			
CURRENT MONTH CHARGE			24.49

MONTHLY SERVICES & FEES - NONREGULATED

\*\*\*\*\*  
\* NONPAYMENT OF ITEMS ON SECTION BELOW WILL NOT RESULT \*  
\* IN DISCONNECTION OF YOUR LOCAL TELEPHONE SERVICE. \*  
\*\*\*\*\*

DESCRIPTION	QTY	SINGLE RATE	TOTAL CHARGE
Meade Co 911 Service Fee	1	1.00	1.00
CURRENT MONTH CHARGE			1.00

FOR BILLING INQUIRIES CALL (270) 422-2121

Please be patient while the system downloads your check image.

THOMAS D. STAUFFER  
 ILISSA L. STAUFFER  
 [Redacted]

73-7203-2639 1019

Oct 5 20 07 *Acropolis National Park*

*Pay to the order of* Brandenburg Telephone \$ 28<sup>38</sup>/<sub>100</sub>

*Twenty eight and 38/100*

FIRST FEDERAL SAVINGS BANK  
 WWW.FFSBKY.COM

*Account Current Charges 4964836* *Thomas Stauffer*

[Redacted]

Front

ENCL. SE

paid to the Order of  
 MEADE COUNTY BANK  
 73-133 B  
 Brandenburg, KY 73-133  
 Brandenburg Telephone Co.

[Redacted]

Back

Close

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been filed and served via first class United States Postal Service, with sufficient postage paid on this 15<sup>th</sup> day of October, 2007, upon the following:

Brandenburg Telephone  
C/O  
John E. Selent  
Dinsmore & Shohl LLP  
1400 PNC Plaza, 500 West Jefferson St.  
Louisville, KY 40202

  
\_\_\_\_\_  
THOMAS D. STAUFFER, COMPLAINANT